



Aldar Properties PJSC

# **Stakeholder Engagement Policy**



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## Stakeholder Engagement Policy

### **INTRODUCTION:**

At Aldar, sustainability is about creating shared value for all stakeholders in the long term. We hold ourselves accountable to operate responsibly and play a leading role in implementing sustainability practices across our value chain.

Across our diverse businesses, we engage with different stakeholders. We practice open, honest, two-way communication and recognise the mutual benefits for both our business and our stakeholders that result from genuine engagement.

Regular, systematic, and constructive dialogue with key stakeholder groups underpins our reputation as a trusted corporate citizen in the communities where we operate and play a vital role in developing Aldar's sustainability strategic direction. We use the results of these engagements to refine Aldar's materiality matrix which is used to develop Aldar's sustainability report and for shaping our sustainability strategy.

### **OBJECTIVES:**

Aldar regards its stakeholders highly and frequently engages with them in constructive correspondence, to detect gaps and help the organisation achieve its corporate objectives and vision. The stakeholder engagement policy emphasizes how we consider our stakeholder groups as vital partners who share a common vision and help build the foundation for a resilient business.

Through this policy, we aim to have inclusive stakeholder engagement practice that results in informed decisions towards delivering improved shared value while managing relevant risks. The main objectives of this policy are:

- Encourage two-way engagement of key stakeholder groups to remain informed about their priorities and maintain transparency of Aldar's performance and plans.
- Maintain and monitor Aldar's stakeholder engagement practices to ensure effectiveness.
- Ensure timely and proper response to stakeholders' priorities.
- Develop lasting relationships with key stakeholder groups to improve Aldar's service delivery, while enhancing the company's leadership in resolving Environmental, Social, and Governance (ESG) issues.



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### **POLICY COMMITMENTS:**

As an organisation we are committed to:

- Design inclusive stakeholder engagement techniques to engage with the different stakeholders across the different stages of our business
- Always engage in a responsible and ethical manner and maintain transparency
- Conduct proactive engagements and stakeholder prioritisation by evaluating on a well-defined criterion based on social, environmental, and ethical performance factors
- Develop action plans to respond to stakeholder priorities collaboratively
- Monitor the results of our action plans and the effectiveness of stakeholder engagement processes
- Engage with our stakeholder groups by conducting training sessions to create awareness and build capacity to act on sustainability issues
- Provide grievance mechanism support for all our stakeholder groups that enables easy and confidential reporting of concerns, misconduct, and feedback

### **STAKEHOLDER ENGAGEMENT PROCESS:**

We define our stakeholder groups as any group of individuals or organisations that are affected or influenced by our operations. The key stakeholder groups identified as part of Aldar’s Sustainability Strategy 2020-2022 are defined below along with the initiatives taken to engage with these groups:

Stakeholder Group	Definition	Engagement Method
<b>Customers</b>	Customers of Aldar are defined by buyers, residents, occupiers, and visitors of the company properties	<ul style="list-style-type: none"> <li>▪ Customer portal and call centre; social media and WhatsApp groups; Connect Community portal; Surveys and events.</li> </ul>
<b>Our People</b>	Our people include our employees, and other employees under the company	<ul style="list-style-type: none"> <li>▪ Town hall meetings; surveys; focus groups, Ibtikar; Youth Council; Awards; Whistleblower system</li> </ul>
<b>Shareholders and Investors</b>	Shareholders and investors include private institutional investors and members of the public who have invested in Aldar’s Vision and Mission	<ul style="list-style-type: none"> <li>▪ Market disclosure updates; annual and quarterly investor presentations; annual General Meeting; Governance and Sustainability Reports; roadshows; one-one meetings</li> </ul>
<b>Government Authorities</b>	The regulations governing authority that regulates Aldar’s operations	<ul style="list-style-type: none"> <li>▪ Site tours; Annual General Meeting; representation on committees and boards of various authorities and industry bodies; Annual, Governance and Sustainability reports; conferences/forums; market disclosures.</li> </ul>
<b>Communities</b>	Communities as a stakeholder group cover local and global residents, businesses, schools,	<ul style="list-style-type: none"> <li>▪ CSR activities; procurement; civil society partnerships; community newsletters.</li> </ul>



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	universities, and NGOs who have an impact due to Aldar's actions	
<b>Suppliers and Contractors</b>	Suppliers and contractors supply materials or engage in construction activities on behalf of Aldar	<ul style="list-style-type: none"> <li>▪ Tender and pre-award interviews and questionnaires; regular onsite meetings; environmental, safety, health and sustainability training sessions, annual forum.</li> </ul>
<b>Partner Organisations</b>	Partner organisations work with Aldar to uplift the value of the region. Partner organisations include schools, universities, peer as well as state companies	<ul style="list-style-type: none"> <li>▪ Regular meetings on local topics, Attendance at workshops and events</li> </ul>
<b>Aldar Subsidiaries</b>	Extended wings of Aldar who perform the supporting functions to the organisation	<ul style="list-style-type: none"> <li>▪ Sustainability Council meetings; working groups and committees.</li> </ul>
<b>Rating Agencies and Media</b>	Rating agencies review and evaluate a company on ESG guidelines and provide an organisation-wide rating	<ul style="list-style-type: none"> <li>▪ Rating agencies evaluation and review; addressing enquiries on ESG; frequent spokesperson interviews; market disclosures; Sustainability report, Annual and Governance reports, online content.</li> </ul>
<b>Banks and Lenders</b>	Financial institutions who lend to Aldar and buyers of Aldar's Properties fall under the banks and lenders stakeholder group.	<ul style="list-style-type: none"> <li>▪ Market disclosures; Annual General Meeting; Annual, Governance and Sustainability Reports; one-one meetings.</li> </ul>

### **OWNERSHIP:**

The Policy is owned by the Management Committee of Aldar.

At an operational level, the leadership of Aldar Development and Aldar Investment is responsible for implementing the policy with the appropriate standards and procedures and is advised by the Chief Financial and Sustainability Officer.

### **SCOPE:**

The Stakeholder Engagement Policy applies to Aldar, including Aldar Development, Aldar Investment, and all subsidiaries.

Aldar encourages its business partners to uphold the principles in this policy and to adopt similar policies within their businesses to improve efficiency and productivity in their workplace.